The Highland Council

Job Description

Service:	Property & Housing	**Section:**	Property & Facilities Management
Job Title:	Area Facilities Management (FM) Supervisor		
Grade and Salary:	HC0535 £29,666.00 to £32,468.80 (Salary placing will normally be at the first point of the scale)		
Location:	Kingussie		
Responsible to:	FM Officer / FM Team Leader		
Job Purpose:	To assist the FM Officer & FM Team Leader, in the provision of an effective and efficient Cleaning & FM Service with regards to property management, building access and egress, maintenance, health & safety and cleaning activities throughout the geographical area		

Key Duties and Responsibilities:

General

- Work in close co-operation with all Cleaning & FM Staff, Head Teachers (HT)/ Responsible Premises Officers (RPO), external agencies and other Council staff specifically with Property Maintenance Officers (MO) to ensure the delivery of an efficient Cleaning & FM operation and to meet establishment and customer needs.
- To co-ordinate the Cleaning & FM Service within your designated operational area, where appropriate, and to ensure that work is completed on time.
- The requisitioning, issuing, effective stock control and safe use of materials and equipment using the appropriate documentation.
- To co-ordinate and participate within shift pattern, this may include weekend shifts as required.
- To observe the highest standards of hygiene, courtesy, language, moral and general behaviour.
- The use of councils ICT equipment and relevant systems.
- The successful applicant is liable to be involved in strenuous activity e.g., operation of powered equipment, lifting and handling, climbing of stairs.

Operational

- Responsible for ensuring that all tasks and instructions are undertaken and comply with service operational procedures, work instructions, and in accordance with Council policies and procedures
- Responsible for providing direction and supervision, for employees within your designated area of responsibility
- As required undertake inductions, the carrying out of on-the-job training and assessments and the completion of training records for operational Cleaning & FM staff
- To monitor Cleaning & FM staff to ensure compliance of Service provision in accordance with the requirements of all contractual or Service Delivery Agreements by undertaking and reporting site inspections and ensuring corrective actions are achieved
- To liaise and provide assistance, as appropriate, to Development & Infrastructure Staff
- Completion of rotas and the apportioning of workloads.
- In the event of sickness or absence to arrange cover to ensure adequate levels of staffing for service delivery
- Assist with the carrying out of Cleaning & FM audits
- Assist with the relevant information required to maintain Service and Council systems
- Ensure the efficient and effective use of all resources - staff, materials, vehicles and equipment

- Participate in aspects of Human Resource issues in accordance with Council Policies and Procedures
- To be proactive within the team contributing to the continuous development of the service by using your skills in an innovative manner and enhancing the service provision.

Property Management

- As instructed carry out regular Building condition checks on behalf of the Development & Infrastructure
- Ensure that property and equipment related risk assessments are in place.
- Carry out routine checks as specified in building risk assessments (relative to asbestos, water, gas, oil and electricity) - record actions/findings as necessary and reporting of any maintenance work required
- Ensure that asbestos management plan tasks are maintained, and any changes reported to the RPO.
- To ensure contractors have access to establishments to repair, inspect and the signing of completed worksheets as required.
- The open/close of establishments as appropriate ensuring access and egress for authorised personnel and visitors. Key holding responsibilities including being able to respond to emergencies e.g., in the event of breach of security, lift breakdowns, fire, flood and vandalism. Liaise with emergency services when properties are used as civil emergency centres.
- Ensure the efficient use of energy and systems within establishments.
- Operation, monitoring and checks of security and fire alarm systems.
- The reporting of pest control incidents.
- Monitor PAT testing on behalf of the HT/RPO.
- Porterage duties, this includes the movement of furniture & equipment and the transportation of equipment & furniture between Council establishments as required.
- Ensure deliveries are checked into buildings and delivery to appropriate personnel or storage area(s).
- General and emergency/industrial cleaning as required, including environs and grounds e.g., removal of graffiti, body fluid spillages, accidental spillages.
- Grounds and boundaries; collection and disposal of litter and leaves, general clean-up of grounds including paths, walk ways, car park; trimming of bushes and shrubs.
- To ensure buildings and surroundings are kept safe in bad weather, including gritting and snow clearing of main paths and car park areas.
- Waste and recycling; emptying of general receptacles as required and disposal to pre-arranged collection points.
- To assist in the supervision/monitoring of Cleaning & FM staff
- If required, to arrange the collection and return of Education mini buses/s to garage i.e. mot, service appointments.
- Cleaning of ground floor windows.
- Maintenance of wooden floors.
- To arrange the servicing of school lets during term-time and school holiday periods including preparation, setting up and clearing rooms, pitches, and equipment.
- Carry out/ensure approved tasks e.g., assemble play equipment and waste recycling units, repairs to furniture.

Health & Safety

- Attend Emergency First Aid Training
- Attend training as required for operational needs or compliance with legislation or Highland Council corporate requirements
- To ensure accidents, incidents and potential hazards are recorded and reported in line with Council procedure
- To ensure full compliance and adherence with all relevant health & safety legislation, risk assessments and COSHH regulations
- To co-operate in the implementation of the Council's Health & Safety Policy by acting in the course of employment with due care for personal safety and that of others, who may be affected by their acts or omissions at work. Co-operating, so far as is necessary, to enable the Council to perform any duty or to comply with any requirements, as a result of any Health & Safety legislations that may be in force.

Other Duties

- There may be a requirement to work out with normal working hours
- There will be a requirement to travel throughout the Area
- Any other duties as instructed by the Cleaning & FM Management Team
- The post holder may be required to perform duties appropriate to the post, other than those given in the Job Specification. The particular duties and responsibilities to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves, justify reconsideration of the grading. As a result of such variation, it will be necessary to update this Job Specification from time to time.

Special Conditions: This post is subject to an enhanced disclosure check (PVG)

Date: 01 April 2026

The Highland Council

Person Specification

Service: Development & Infrastructure

Job Title: Area Facilities Management (FM) Supervisor

Location:

Date: 01 April 2026

Essential Attributes

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following.

1. **EXPERIENCE –**
   - Experience of working in a cleaning & facilities management service in a Local Authority, educational or similar environment
   - Proven supervisory experience specific to the Facilities Management industry within the public or private sector
   - Experience of carrying out individual and group staff training and assessing
   - Experience in dealing with security duties
   - Experience of managing Health & Safety legislation within a working environment

2. **EDUCATION AND QUALIFICATIONS –**
   - A competent standard of literacy and numeracy
   - Valid Driving Licence

3. **SKILLS/ATTRIBUTES GENERAL –**
   - Ability to accept responsibility, be adaptable to meet service needs and have a flexible working attitude
   - Ability to follow written and verbal instructions
   - Ability to use own initiative and work independently or as part of a team
   - Ability to plan, manage time and to organise own workload when required
   - Ability to assess, instruct, motivate, and communicate/respond to staff and building users
   - Ability to deal quickly with problems and make decisions
   - Ability to complete paperwork accurately and function to deadlines
   - Ability to undertake training relevant to job

4. **SKILLS/ABILITIES SPECIFIC TO THE POST –**
   - Ability to operate and work with a variety of machinery/equipment
   - Ability to perform duties effectively, sometimes with periods of significant physical effort, sometimes for lengthy periods, or in awkward positions
   - Ability to work unsocial hours and shift patterns
   - Ability to work periodically in unpleasant conditions inside and outside
   - Ability to use IT applications, in particular e-mail, Microsoft Word & Excel and related packages
   - Ability to ensure confidentiality
   - You will be expected to travel efficiently and effectively between various work locations throughout the Highlands to meet the operational requirements of the Service

5. **INTERPERSONAL AND SOCIAL SKILLS –**
   - Ability to motivate staff and work within a changing environment
   - Ability to communicate effectively
   - Ability to handle conflict
   - Ability to encourage and support collaborative working between colleagues